



# ***NEWS RELEASE***

**FOR IMMEDIATE RELEASE: November 23, 2005**

**CONTACT:**

Kevin Flanagan, Public Affairs Office  
(916) 324-1691

---

## **Appliance Repairman Loses Registration Following BEAR Investigation**

SACRAMENTO -- The owner of a Clovis repair shop has lost his state registration following a sting by the Bureau of Electronic Appliance Repair (BEAR) that uncovered fraud and other violations of state law.

In addition to the revocation of his registration, John Guzman of Friedman Microwave was ordered to reimburse BEAR, an agency of the California Department of Consumer Affairs (DCA), for the \$9,852 cost of its investigation.

"We feel consumers will be best protected by putting Mr. Guzman out of business," said DCA Director Charlene Zettel.

On three occasions in 2003-2004, BEAR sent undercover operatives to the shop with microwaves that had been deliberately disabled. In two cases, the operative was charged for parts that were not only unnecessary, but never installed. In the third instance, the shop in effect said the microwave could not be repaired because a particular part -- one that was unnecessary for the repair -- was no longer available and offered to dispose of the appliance.

In addition to the misrepresentations, the shop did not provide the operatives with invoices that included specific information required by law, such as the requirement that a dealer provide the consumer with a written estimate of the cost of the repairs. Moreover, Mr. Guzman's registration was delinquent and invalid at the time of the purported repairs. It expired in October 2004.

BEAR filed an Accusation seeking the revocation of Mr. Guzman's registration in January 2005 that charged him with making false or misleading statements, fraud or dishonest dealing and other violations.

-- more --

## **Appliance Repairman Loses Registration Following BEAR Investigation**

2-2-2-2-2-2

Mr. Guzman challenged the revocation, but an administrative law judge ruled in favor of BEAR following a hearing on the case in July 2005.

“There is no evidence on which one could base a finding that the public can be adequately protected by anything other than a permanent invalidation,” wrote Administrative Law Judge Robert Walker.

“I’m thrilled the judge ruled in our favor. Our investigator put together a solid case,” said BEAR Chief Brian J. Stiger.

Consumers with questions or complaints about the repair of home electronic equipment or major appliances should contact BEAR at (916) 574-2069 or online at [www.bear.ca.gov](http://www.bear.ca.gov).

BEAR licenses more than 8,000 California electronic and appliance repair businesses and more than 3,300 companies that offer service contracts for consumer electronics and major appliances.

# # #